Library Technology and Telecommunications Committee Meeting Minutes

Meeting Date: September 4, 2024

Next Meeting October 1, 2024

Location: ZOOM

Attendance: Stephen Castellano, Sherry Deckman, John DeLooper, Asma Nesbett, Edi Ruiz, Kenneth Schlesinger

Student Senators: No Student Senators Present

Excused: Michelle Ehrenpreis, Jennifer McCabe, Jennifer Van Allen, Joseph Mohorcich

Library

- Library welcomes College community to a productive Fall semester. Please avail yourself of our wide range of services.
- ***Know Your Library:*** Library is pleased to offer in-person 20-30 minute tours. Participants will get an overview of Library services, resources, and spaces. Visit Library website to register. For faculty, please reserve Library Instruction sessions on our website.
- Library is pleased to offer series of five workshops throughout Fall semester geared for students to achieve academic success: ***Discover Your Library; Beyond Google: An Introduction to Academic Databases; Beyond OneSearch: Advanced Search; Enhancing Your Academic Toolkit with Chat GPT; and Academic Integrity and Research Management***. For more information and to register – visit Library website.
- Library and English offer Reading and Discussion of Jessica Yood's ***The Composition Commons: Writing a New Idea of the University,*** Tuesday, September 24th, 1:00 – 2:00 PM in Library Treehouse. Please register on website.

Information Technology

- Lehman College will transition to a new Learning Management System in Summer 2025. For the majority of faculty and students the transition will happen in Fall 2025. We will utilize a multi-channel approach be keep the college community informed about this transition. A new website will be ready on or about September 23rd. In addition, the Communications & Marketing department will launch a traditional print media campaign to be distributed across campus. We are planning a campus-wide kick-off meeting with members of CUNY LMS transition team in early October. Please watch

for announcements that will be coming soon. At this meeting, we will discuss Lehman College's plan for the transition, including training and support.

- A new Self-Service Password Management solution for the **Lehman Account** is very close to being rolled out to the college community. The new platform promises ease of use and improved self-service. Members of the IT Division are preparing to fully test the new platform before releasing to the community. The new platform will greatly reduce wait time at the Help Desk.
- Please be reminder of Lehman College Office of Digital Inclusion. The purpose of the office is to provide students loan devices such as iPads, Chromebooks, Windows and MAC computers. The form can be accessed from the homepage under the "student" link.
- We are in the process of deploying a new **call center solution** to manage the phone calls coming to the Help Desk. The new system will streamline the way calls are routed to representatives and it will provide an estimated wait time, a call-back option and enhanced real-time analytics which we hope will help us better ascertain calls volume.
- The IT Division, in collaboration with the Communications and Marketing department and Campus Facilities, has initiated a new capital project called "digital messaging & emergency notification system." This project consists of the implementation of a content management platform and the installations of about 70 displays around campus. This platform is part of our multi-channel strategy to disseminate news and events. The new system will also be a venue for emergency notifications.

Blackboard/Learning Management System

- During the summer, we deployed a new Bb Home Page. The new home page streamlines how courses are displayed and makes it easier to search for classes. The new page has a more modern, clean look too. The platform is called Ultra Base Navigation. Our Blackboard Course shell is now the same Ultra Base Navigation which is cleaner and neater as well as easier on the eyes.
- The CUNY IT Conference is coming up in early December at John Jay College. The deadline for proposals is fast approaching - September 13th. Please GOOGLE CUNY IT Conference for more information. The Co-Chair of the Conference is Lehman CIO - Edi Ruiz
- The Bronx Ed Tech Showcase will be held at Lehman College on May 2, 2025. The Ed Tech Showcase committee will be sending out SAVE THE DATE Reminders shortly. The Call for Proposals will be sent during January. Please consider presenting at the showcase. The CUNY Community is Welcome to attend

Center for Teaching and Learning/Online Education

1. **Faculty Development on AI in Teaching:** The CTL is excited to offer workshops on integrating artificial intelligence (AI) into teaching. These workshops will equip faculty with the skills to adapt to evolving AI use in pedagogy and student expectations. Details and registration information are available via email. Department chairs can provide further information, or contact the CTL directly at ctl@lehman.cuny.edu. **Faculty are encouraged**

to share their approach to AI in the classroom (permitting all, some, or no use) in their syllabus and/or course shell in Blackboard. Sample language is available from the CTL.

2. **Brightspace Transition Support:** To support the move from Blackboard to Brightspace (effective Summer 2025), the CTL is launching a Brightspace Ambassador program this Fall. Modeled after the successful Faculty Peer Mentors program, this initiative will pair faculty with Brightspace-proficient colleagues. Each Brightspace ambassador (Lehman faculty) will serve approximately 1.5 years, fostering peer support and enhancing faculty proficiency in Brightspace. More information will be forthcoming.

3. **Online Learning Student Peer Mentoring Program (OLSPMP):** This program connects online students with experienced student peers or CTL professionals for guidance. Launched in 2022, OLSPMP serves over 12,000+ students this Fall. Please encourage your students to utilize this valuable resource. The current flyer for the OLSPMP in both English and Spanish is attached.